

Customer Complaints Code of Practice

The Code of Practice followed by Welcome Telecom in dealing with customer complaints includes those complaints relating to the sales and marketing activities of the company. Welcome Telecom will ensure that all sales staff, agents and sub-contractors are aware of those procedures.

In the first instance customers should approach Welcome Telecom customer services with any complaints. Contact can be made by phone, fax, email or in writing to the numbers and addresses listed below:

Telephone: 01453 704820
Fax: 0808 129 3522
Email: customerservice@welcometelecom.co.uk

Customer Services
Welcome Telecom Ltd
Unit 13, Salmon Springs Trading Estate
Cheltenham Road
Stroud
GL6 6NU

Welcome Telecom will:

1. Acknowledge your complaint in writing within 5 working days.
2. Investigate your complaint, aiming at resolving the complaint within 20 working days from the initial complaint.

If the complaint is unable to be resolved to the customer's satisfaction then it will be passed to the Managing Director who will aim to resolve the complaint within a further 10 working days.

If no resolution is found then the complaint will be considered deadlocked and Welcome Telecom will advise the customer, in writing, how to forward their complaint. In the case of smaller businesses this will normally be via an independent Alternative Dispute Resolution scheme. Please note that this scheme can be utilised at no cost to the customer, but can only be accessed 8 weeks after the complaint was first made to Welcome Telecom.

The scheme of which Welcome Telecom is a member is Ombudsman Services:

Ombudsman Services: Communications
PO Box 730
Warrington
WA4 6WU

Telephone: 0330 440 1614
Text Phone: 0330 440 1600
Website: www.ombudsman-services.org
Email: enquiries@os-communications.org

Customers may also be able to obtain advice from Citizens Advice Bureau or local Trading Standards Department.

Awareness of the code

Welcome Telecom will make available copies of this code, free of charge and in a reasonable range of formats, to customers on request.